

Wellness Garage Policies and Member Agreement (Updated 13-May-2020)

Medical Information and Privacy Policy

I agree to be assessed at the Wellness Garage and understand that medical and personal information will be gathered as part of the assessment.

I understand that:

1. Wellness Garage uses a multi-disciplinary team approach and that personal information may be shared between Wellness Garage staff as part of our service.
2. My medical and personal information will be stored in an Electronic Medical Record that meets (exceeds) all provincial and national (Canada) standards for privacy and security.
3. Only those Wellness Garage staff that are actively involved in my care will have access to my records.
4. Medical and Personal information may be shared as part of a referral process if the information is deemed relevant to my care and service requested.
5. I can request any information that I provide to be deemed private and only accessible by my Wellness Garage physician.
6. I can request a copy of my Wellness Garage record at any time which will be provided to me at no cost.
7. At your request, Wellness Garage will share information with my Family Physician or other physicians that are involved in my medical care.

Member Agreement

1. I agree to be assessed at Wellness Garage in order to determine my current health status and develop a personalized precision health plan to address contributing lifestyle behaviors.
2. I understand that Educational & Preventative Health Services are considered non-insured by the Medical Services Plan of British Columbia, and that the program and assessment charges at Wellness Garage are for Educational & Preventive Services. These services may or may not be covered by my Extended Medical Benefits Insurance Plan. I accept and agree to make payment for the selected Wellness Garage services at the time they are provided to me.
3. I understand that some-visits and tests may be billed to MSP as medically necessary services per the MSP Guidelines.

myHealthJourney

1. I understand that Wellness Garage uses a digital coaching platform that I will have access to during my program.
2. I understand that the expectation is that I will spend 30-60 minutes at least once a week reflecting on my progress, planning my upcoming week and reviewing the coaching materials provided.
3. I understand that all Wellness Garage programs involve lifestyle behaviour changes and that only I can make these changes.
4. I understand that Wellness Garage staff are here to provide me with support, expertise and guidance with making lifestyle behaviour changes.

Appointment Cancellations

Assessments take considerable time and resources and are reserved ahead of time.

We request a 3 day (72 hr) notice in order to rebook any assessment appointments.

Cancellations within 72 hr will be rebooked as the schedule permits.

For other appointments we request a 24 hour cancellation so that the time-slot can be used for other Wellness Garage members. ***Booking, re-bookings, appointment moves and cancellations can all be done online at www.wellnessgarage.ca*** Member LogIn or by calling us at 604-535-7010.

For no-shows - we reserve the right to forfeit the appointment.

We make every effort to stay on time at Wellness Garage – if you arrive late for your appointment, we may have to shorten the duration of your encounter – in order to stay on time for the next member. Your consideration of this is appreciated.

If you miss a coaching appointment, your coach will follow-up via email with any recommendations for the week and if possible reschedule your appointment for an alternate time within the week. We acknowledge that life happens and at times your schedule may not be in your control. However, your coaching time has been reserved especially for you and we believe that coaching is an integral part of your program.

Lab Testing

Our physicians are fully able to order testing through MSP for Wellness Garage members during visits that are deemed medically necessary. Our physicians strictly follow the guidelines of the Laboratory Services Act of BC, which states that physicians can only order publicly funded lab tests for the diagnosis and treatment of a medical symptom or disease.

If a lab test is considered to be ‘not medically necessary’, the physician will bill you privately for this test.

Please confirm you are aware that we will not order publicly funded lab tests for the purpose of a non-medically necessary concern.

Primary Care Services

Wellness Garage does not provide primary care (GP) services. Medical issues unrelated to your care at Wellness Garage are the responsibility of your family physician (i.e. sprains, flu, cuts, etc.). If you do not have a family physician, it is advisable that you find one. Please visit the College of Physicians and Surgeons Website at www.cpsbc.ca to locate a GP in your area.

Please ensure we have the name and contact of your GP. Copies of blood work and the investigations can be sent to your GP. If you wish for your GP to receive these results please let our physicians know.

Emergency Services

Our office is open Monday-Friday from 9am to 5pm. Should you have an urgent medical concern, our office staff will contact one of the physicians during office hours.

If you are in need of emergency services after office hours, call 911 or go to your nearest hospital emergency department.

Extended Health Coverage

We are not able to accept insurance assignments on your extended medical benefits; however we will be happy to provide a detailed letter at the time of service so that you can submit a claim to your insurance company. Your insurance company may reimburse you directly whatever they determine reasonable as per their own guideline for claims. Please contact your insurance carrier directly as Wellness Garage cannot make any guarantee that your extended benefits will cover our preventative health services.

Supplements

Wellness Garage has chosen to provide supplements through our online dispensary only to active members - defined as "a person one who has been enrolled in a Wellness Garage program within the past 12 months".

Wellness Garage has chosen to offer supplements to our members for the following reasons:

1. Members appreciate having recommendations of the specific dose and formulation that the doctor recommends.
2. Given the array of variable quality supplements on the market, our recommendations ensures members will be able to choose high quality products. This will help the member attain the best clinical outcome.
3. Wellness Garage offers the supplements to members at a 10% discount below suggested retail price (MSRP) as listed on the online dispensary.

The doctors and clinic offer the following statements regarding the use of supplements:

1. No doctor in the clinic has any financial interest or business relationship with any supplier of supplements offered by Wellness Garage.
2. Neither the doctor nor Wellness Garage makes any financial gain from the sale of any supplements.
3. Once recommendation for a product is made, the member has every right to purchase the supplement from any vendor. There is absolutely no expectation that supplements be purchased from the Wellness Garage online dispensary, nor will there be any prejudice against a member who chooses to purchase a supplement from a vendor of their choice.

